ASSISTANT MANAGERS DEVELOPMENT MEETING

AGENDA

8:30-8:45 INTRODUCTION

8:45-9:30 MERCHANDISE(PROPER SET UP/ CONTROLLING COST/ AND MINIMIZING THEFT)

9:30-10:00 PAPERWORK(PROPER PROCEDURES)

10:00-10:15 BREAK

10:30- 11:30 GUEST RELATIONS(ROLE PLAY)

11:30 - 12:15 LUNCH

12:15 - 1:15 COACH AND COUNSELING(ROLE PLAY)

1:15 - 2:15 INTERVIEWING (ROLE PLAY)

2:15 - 2:30 BREAK

2:30 - 3:15 RQS(WHAT IT IS AND HOW TO DO IT)

3:15- 3:45 CLOSING(HOW TO HAVE A QUALITY CLOSE)

3:45 - 4:00 WHAT IT TAKES TO BECOME A GENERAL MANAGER